Laura Farley, Library Fellow

National Transportation Library

Bureau of Transportation Statistics, U.S. Department of Transportation

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U.S. Department of Transportation

Office of the Secretary of Transportation

Fellowship Program

Bureau of Transportation Statistics

The Bureau of Transportation Statistics (BTS) Fellowships are post-graduate research and developmental opportunities at the U.S. Department of Transportation in Washington, DC. The BTS' Fellowship program is in it's first rotation with five Fellows in the fields of librarianship, geographic information system (GIS), and cartography. Funding is provided in part by the Oak Ridge Institute for Science and Education (ORISE).

National Transportation Library

The National Transportation Library (NTL) Fellowship is a three-year program offering a broad experience with exposure to research and reference, digital library operations, consortia operations, data services, and networking and outreach.

Year 1:Support reference and research activities

and rotate through NTL's major programs.
Years 2 and 3: Pick an area of focus and develop a project to support NTL program mandates.

This poster is a review of projects and programs completed since the beginning of the NTL Fellowship, June 1, 2017.

About Me

My research interest is the intersection between humanities and data. The NTL Fellowship offers me the opportunity to increase my skills in data management on the job.

My background is in digital collections, most recently as the Program Coordinator for the National Digital Newspaper Program at the Wisconsin Historical Society in Madison, WI. I also have extensive experience providing reference services in public and private institutions.

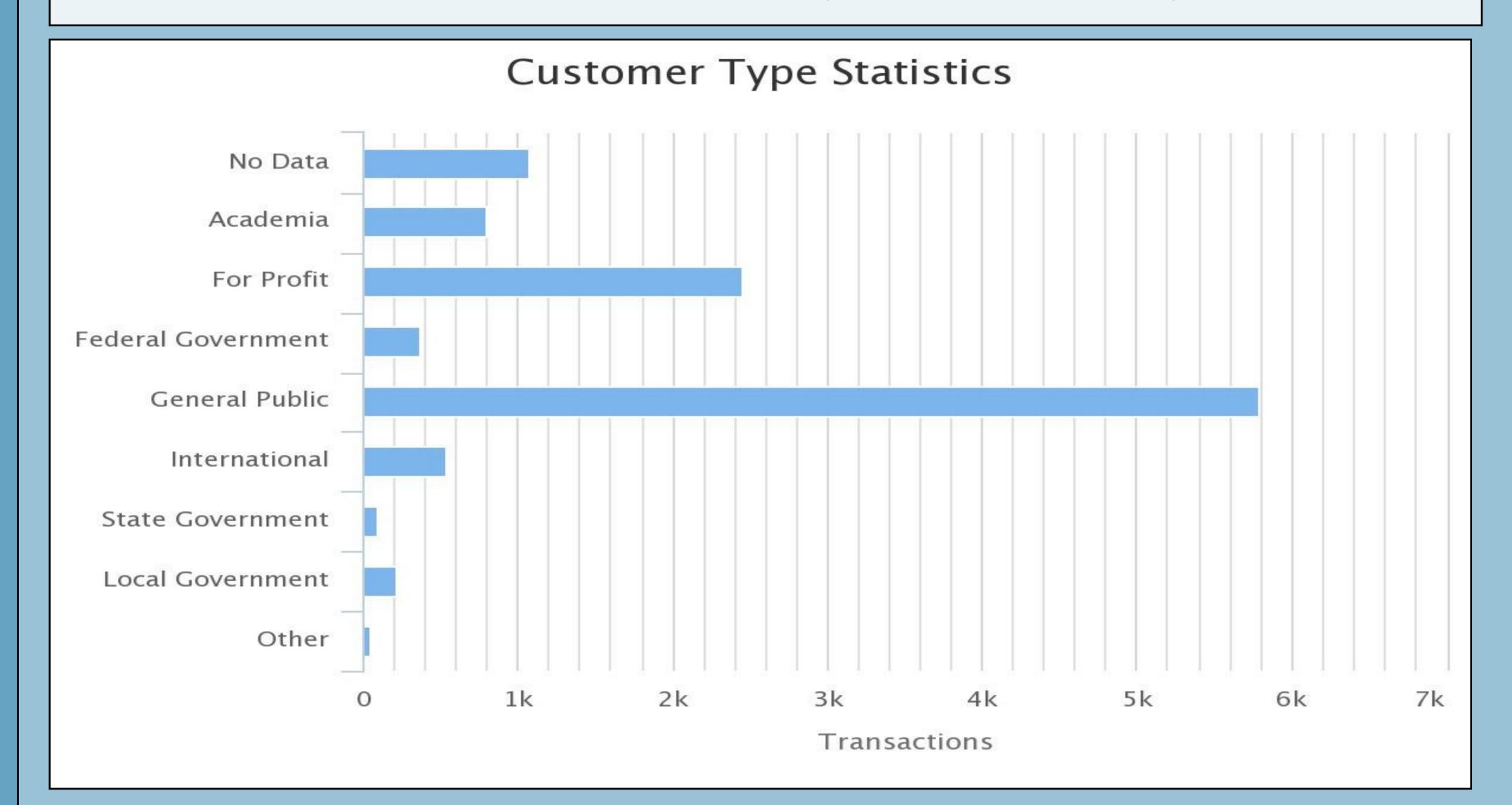


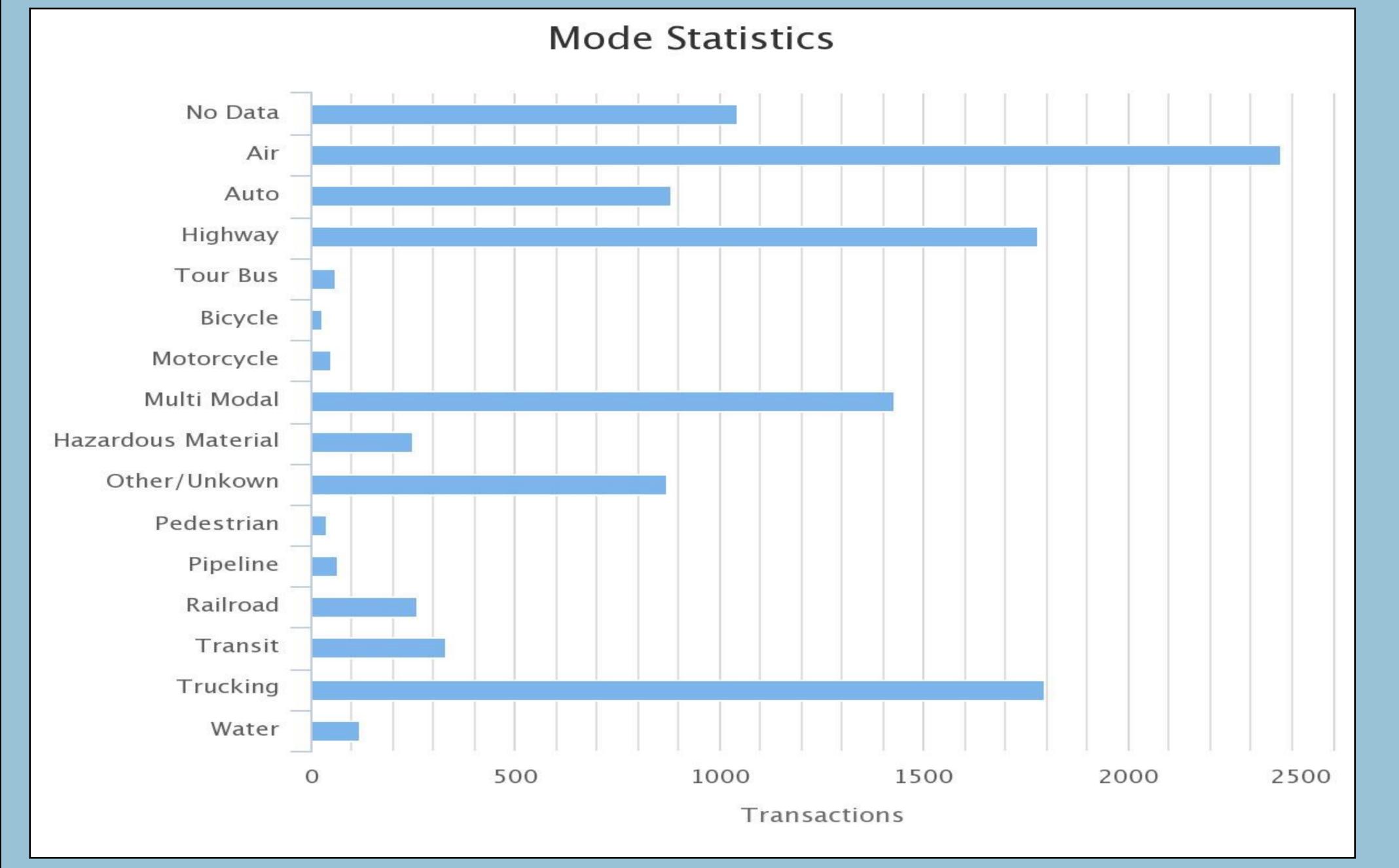
BTS Fellows on a fieldtrip to the Port of Baltimore. Left to right: Femi Adebayo, Laura Farley, Jordan Riddle, Andrew Barrows Not pictured: Colleen Reed

Reference Services: Ask A Librarian

NTL receives questions by phone and email from all over the U.S. and internationally. Questions vary from federal policies and regulations to statistical inquiries, and cover every Administration in the DOT.

The charts below show customer categories and the transportation mode indicated in the question between December 2016 and November 2017. (Data pulled 2017-11-29)





Reference Services: FAQ

FAQ are created from highly repeated questions submitted by customers. FAQ are keyword searchable, browsable, and sortable by popularity. NTL uses the Springshare application LibAnswers for FAQ and email reference. Springshare is a SaaS platform for libraries.

Revising FAQ

My first project was to assess the effectiveness of the NTL FAQ. The project began in June 2017 and was completed in October 2017.

Assessment

- Over 500 FAQ
- Redundant
- Different formats: questions and statements
- Lacks organization
- No standards for creation or weeding

Popular Recent Do I need a USDOT Number? Last Updated: Oct 12, 2017 | Topics: Freight Transportation | Views: 642 Where can I find information about medical exam requirements for commercial drivers? Last Updated: Oct 12, 2017 | Topics: Freight Transportation | Safety | Views: 426 Who do I contact about state transportation issues? Last Updated: Oct 18, 2017 | Topics: Multimodal Transportation | Views: 383

Process

- Exported FAQ data to Excel to find obvious redundancies
- Sorted FAQ by ID number (correlates to creation date) and reviewed/revised as questions
- Fixed broken links
- Embedded links in text
- Improved text readability using Hemingway App
- Updated answers when appropriate
- Sorted FAQ into 18 topics for increased browsing ease
- Assigned controlled vocabulary of 148 keywords from the TRT to assist in search findability

Outcomes and Next Steps

- FAQ reduced to 249
- Create staff style guide for new FAQ
- Review FAQ every 6 months for relevancy, accuracy, and broken links
- Use Query Spy, an analytics tool that tracks customer searches and emails to NTL staff, to gauge FAQ effectiveness

ROSA P Digital Repository and Cataloging

- Assisted in user testing of the search function in ROSA P
- Worked with NTL staff to quickly catalog newly submitted reports, papers, publications, and datasets for inclusion in ROSA P

What is cataloging?

- The creation of metadata to describe a resource and make it findable
- The NTL catalog uses a modified Dublin Core metadata schema and follows RDA
- Subject terms are assigned using the Transportation Research Thesaurus (TRT)

Other Projects and Professional Development

- Authored Literature Reviews with BTS staff
- Updated the NTL Wikipedia page
- Administered the NTL Twitter account
- Attended workshops, conferences, and meetings with funding from the Oak Ridge Institute for Science and Education (ORISE)
- Attended a field trip to the Port of Baltimore field trip with BTS Fellows

Goals for Years 2 and 3

- Work on a BTS user portal to automate creation of data packages
- Design and implement data management training for BTS staff
- Streamline reference services with subject guides
- Create data visualizations from NTL data for the ROSA P site
- Facilitate outreach events with BTS staff to increase visibility of NTL services and products

Contact Me

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Data Curation

Data Packages

NTL staff are working with our BTS colleagues to create "packages" of files to support datasets.

Goals: Completed data packages will allow anyone to access a dataset and understand the methodology and terminology used in its creation, as well as the software and applications required to access and manipulate the data.

What's in a Data Package?

The file formats in the data packages are opensource with the goal of long term-access and

- Data files provided by BTS staff
- Excel and CSV
- README text file
- JSON metadata file
- Data management plan (DMP)